(b) if so, the nature of such complaints; and

(c) what action has been taken on these complaints?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL) : (a) to (c) Yes, Sir. Complaints have been received against CMD, Central Bank of India alleging irregularities in transfer of funds abroad, investments, frequent foreign visits, lack of administrative competence and favouritism in appointments and are being verified.

Customer services in Sultanpur branch of SBI

†315. SHRI ANIL SHARMA : Will the Minister of FINANCE be pleased to state :

(a) whether Government are aware that customer services in Sultanpur (main) and Kurebhar branches of State Bank of India, UP are disappointing and customers have to wait for hours even for nominal transactions;

(b) the steps being taken to improve the situation (*e.g.* for increasing the number of employees and the number of counters as well as for introducing computerisation etc.);

(c) whether Government are also aware that pension holders are not issued cheque-books in the above branches as a result of which they have to face a lot of trouble in transactions; and

(d) if so, the steps proposed to be taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL) : (a) and (b) It has been reported by State Bank of India that no compliant about lack of customer service in respect of its Kurebhar Branch has been received. However, 3 complaints were received against its Sultanpur Branch during last year, which were promptly redressed. The average time taken for conducting routine banking transactions is by and large within the stipulated time norms. The overall customer services have been rated as 'Satisfactory' in both these branches during the bank's internal inspection. However, the controlling authority concerned has again been advised to review

†Original notice of the question was received in Hindi.

the position of customer service and to take prompt remedial action if any specific complaint is received. The Staff component at both the branches, keeping in view the business levels, is adequate.

(c) As per bank, a large number of pensioners' accounts are non-cheque book facility accounts where the withdrawals are permitted based on withdrawal forms as per bank's laid down systems and procedures. Any pensioner who wants to have a cheque book facility is issued cheque book.

(d) With a view to further enhance the level of customer satisfaction, the bank has a proposal for installation of an ATM at Sultanpur Main Branch which is already fully computerized.

Request to ICAO for apprehension of hijackers

*316. SHRI BRAHMAKUMAR BHATT : Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether Government wrote to International Civil Aviation Organisation (ICAO) for apprehending the hijackers and their accomplices and bringing them to justice;

(b) if so, the response of the ICAO;

(c) whether they have made any efforts to get extradition of hijackers involved in plane hijacking; and

(d) if so, the extent to which ICAO has helped India?

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN) : (a) to (d) Yes Sir, the issue of hijacking of Indian Airlines plane to Kandahar in December, 1999 was taken up by the Representative of India (ROI) in the Council of ICAO with the President of ICAO. The President of ICAO had sent a message to the Civil Aviation Minister of Afghanistan on 27th December, 1999 which was replied to by the Afghan authorities on 29th December, 1999. Subsequently the Afghan authorities sent another letter to the President of ICAO on 2nd January, 2000 after the crew, passengers and the aircraft left Kabul. The President of ICAO in his reply of 3rd January, 2000, *inter alia*, brought to the notice of the Afghan authorities the provisions of the Hague Convention under which the perpetrators of acts of unlawful interference should